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Applicant(s):

Eitel et al.

Docket no. 82368

Application No.	Filing Date	Examiner:	Customer No.	Group Art Unit:
09/941,046	August 28, 2001	S. Meinecke Diaz	24628	3694

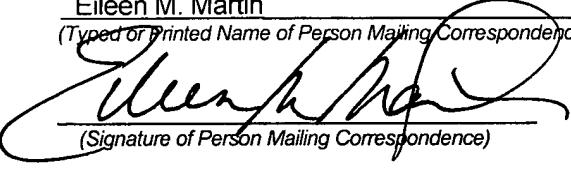
Invention: Apparatus and Method of Maintaining and Improving Agent Performance

I hereby certify that this Amendment is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on February 28, 2007.

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82368



PATENT APPLICATION

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of: ) Conf. No.: 5725  
Robert T. Eitel, et al. )  
Serial No.: 09/941,046 )  
Filed: August 28, 2001 )  
For: APPARATUS AND METHOD OF ) Art Unit: 3694  
MAINTAINING AND IMPROVING )  
AGENT PERFORMANCE ) Examiner: Meinecke Diaz, Susanna  
Attorney Docket No.: 6065/82368 )

**AMENDMENT**

Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-0001

In response to the Office Action of December 1, 2006, please amend the above-identified application as follows:

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02.28.2007

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Eileen M. Martin